DOCUMENT RESUME

ED 211 075 IR 009 895

AUTHOR Poehlmann, Ruth I.
TITLE Developing an Interlibrary Loan Borrowing Policy for Evergreen Valley College Library Patrons. Governance and Management.
PUB DATE Aug 81
NOTE 28p.; Ed.D. Practicum, Nova University. Some appended material will not reproduce clearly due to poor print quality of the original.

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *College Libraries; Fees; *Interlibrary Loans; Library Administration; Library Networks; *Library Personnel; *Library Services; *Policy Formation; Program Costs
IDENTIFIERS *Evergreen Valley College CA; OCLC

ABSTRACT

The increased use of interlibrary loan (ILL) services at the Evergreen Valley College (EVC) library which resulted from joining OCLC automated Interlibrary Loan subsystem in 1979 led to the development of an Interlibrary Loan Borrowing Policy by the EVC library staff. The policy is designed to explain to library patrons the limitations on interlibrary loans, the time period for acquiring material through the interlibrary network, the duration of and restrictions upon interlibrary loans, and the costs involved in the interlibrary loan procedure. The policy development process is described in detail, and a brief history of interlibrary loan practices is provided by way of background information. A reference list and bibliography are included, along with appendices pertaining to the ILL policies of a number of college libraries similar to the EVC library and to the ILL policies and practices adopted by the EVC library staff. (JL)

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DEVELOPING AN INTERLIBRARY LOAN BORROWING POLICY FOR EVERGREEN VALLEY COLLEGE LIBRARY PATRONS

GOVERNANCE AND MANAGEMENT

by

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Evergreen Valley College

DR. JACK MOORADIAN

OAKLAND

A PRACTICUM PRESENTED TO NOVA UNIVERSITY
IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE
DEGREE OF DOCTOR OF EDUCATION

NOVA UNIVERSITY

August 1981

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ABSTRACT

Ever since the first Code of Practice for Interlibrary Loans was approved by the American Library Association (ALA) in 1917, interlibrary loans has been an integral part of library services provided by academic as well as public libraries. Over the years the code was revised several times. In 1968 the "National Interlibrary Loan Code" was adopted by the ALA. This code was revised again and updated in 1980. The proliferation of publishing and the decrease of library funds has necessitated the sharing of resources to an ever increasing degree. The library of Evergreen Valley College (EVC) located in San Jose, California, has experienced a dramatic rise in interlibrary loan requests from other libraries since it joined the Ohio College Library Center (OCLC) automated Interlibrary Loan Network. In addition, requests for interlibrary loans by the EVC faculty had increased after a workshop on the OCLC system. The EVC Library staff became aware that no Interlibrary Loan Borrowing Policy existed that would explain to the patrons limitations on loans, the time required for obtaining material, duration of loans, restrictions on use, and possible costs involved. The latter was of particular concern since the library had always absorbed all interlibrary loan (ILL) charges. With a decreasing budget and OCLC charges for every ILL search, the staff felt that a policy should be established that would address itself to all of the above mentioned problems.

The library staff met and discussed the various items it felt should be included in the policy. Literature was also searched for policies of other libraries. Several college libraries in close proximity

to the EVC Library were contacted for a copy of their policy.

The ILL Borrowing Policy, essentially designed for the EVC Library patrons, was patterned after the National Interlibrary Loan Code; it addresses itself to the following: limitations on loans, time required to obtain materials, durations of loans, restrictions on use, and costs. As far as the levelling of charges was concerned, the staff reached a compromise after some members wanted the patrons to pay all charges, while other staff members felt the service should remain free.

In addition to the ILL Borrowing Policy an Interlibrary Loan Request form was also designed. This form is especially important because the borrower must sign the form to agree to pay for charges over $15.00. Both, the ILL Borrowing Policy and the ILL Request Form were approved by the staff and the Library Director.

It was recommended that the ILL Borrowing Policy be disseminated as widely as possible to faculty and students at the reference desk and during staff workshops to alert patrons to the ILL rules and regulations, and to avoid any misconceptions or misunderstandings regarding ILL transactions.

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INTRODUCTION

Interlibrary loans--the lending and borrowing of materials between libraries--has been an integral part of library services provided by academic as well as public libraries. Evergreen Valley College (EVC) Library has, since its opening in 1975, honored interlibrary loan requests received from other institutions and has borrowed materials from other libraries for those students and faculty who requested such a service.

In 1979 the library moved into a new facility and also signed up with the Ohio College Library Center (OCLC) automated Interlibrary Loan Network. After joining OCLC almost instantaneously a flood of interlibrary loan (ILL) requests were received by the EVC Library from other libraries. In addition, requests for interlibrary loans by the EVC faculty increased after a workshop on the OCLC system had been presented to the faculty. It was then that problems began to surface. Patrons would request items which often times were not loaned; borrowers also asked for material which would not arrive by the time they needed it, or they were displeased when they learned that there may be charges for obtaining books from other libraries. Up to that point the library had absorbed all interlibrary loan costs, but with the increase in interlibrary loan requests the question arose, who should actually have to pay for these charges? The librarians at EVC became concerned that at a time of a zero growth budget these charges, particularly those which are incurred when using the OCLC Interlibrary Loan Subsystem, began to be a drain on an already slim budget. After considering these various issues it became clear to the librarians that in addition to the existing National Inter-

library Loan policy under which all libraries operate, a borrowing policy for the EVC Library, was needed. This policy would establish what could be borrowed from other libraries, the amount of time required for the transactions, restrictions on use and photoduplication, and possible charges.

The purpose of this practicum was to develop a policy that would clearly establish the requisites to be adhered to by the borrowers, and resolve the issue of incurred charges. During several meetings the library staff debated the above questions. Literature was also searched for policies established by other libraries. In addition, college libraries in close proximity to EVC were contacted for a copy of their policy. Finally a policy was written that was intended to enhance the effectiveness of the governance and management of the library at EVC.

BACKGROUND AND SIGNIFICANCE

Over the centuries attempts have been made to arrange for interlibrary loans between libraries. Stuart-Stubbs reports that "In 1634 a French Humanist named Nicolas Claude Fabri de Peiresc, attempted to arrange for inter library lending of manuscripts between the Royal Library of Paris and the Vatican and Barberini libraries in Rome" (1975: 649). In the United States in 1870 Samuel Swett Green was the first champion of interlibrary loans. It took forty years, however, before the Code of Practice for Interlibrary Loans was approved by the American Library Association (ALA) in 1917. Subsequently, the code was revised several times. In 1968 the "National Interlibrary Loan Code" was adopted by the ALA. This code was revised again and updated in 1980.

Interlibrary loans is a cooperative effort of libraries which

want to provide the best possible service to their patrons. The National Interlibrary Loan Code states, that, "the purpose of interlibrary loan . . . is to obtain for research study, library material not available through local, state, or regional libraries" (1980: 29). According to Barzun, "No researcher should feel constricted by the limitations of the library or libraries he works in: if he knows what he wants he can borrow by interlibrary loan from other institutions" (1977: 75).

The importance of interlibrary loans has been accentuated since the 1970's when libraries realized, according to Nasri, that " . . . they could not keep pace with the ten percent annual growth in the world's publication" (1977: 2599). Lyle states that "If it is clear that no university library can supply all the research needs of its patrons, then obviously the college library with fewer books and smaller funds must depend upon interlibrary loans to supplement its collection" (1974: 102-103).

Many libraries, regardless of size, now add their collections to the OCLC and/or Research Library Information Network (RLIN) data bases, thereby providing a tool for easier computerized interlibrary loan transactions (Dougherty, 1979). For instance, since April 1979, when the OCLC Interlibrary Loan Subsystem went into operation, one million loan requests were handled by the subsystem (OCLC's ILL subsystem logs millionth request, 1981).

Yet the costs for interlibrary loans have to be considered. A study by Herstand, comparing manual, non-automated ILL costs at the University of Oklahoma and those listed in the Palmour study which was published in 1972, shows that "The cost of a borrowing transaction was $4.98 OU, $7.61 Palmour. A filled lending transaction was $5.45 OU,

$4.67 Palmour. An unfilled lending transaction cost $5.40 OU, $2.12 Palmour" (1981: 249). According to King, who has studied the costs incurred by academic borrowing and lending libraries, it costs the borrowing library $11.60 for borrowing a photocopy of a journal; in addition, " . . . however a cost burden is placed on the lending library, since the cost to them is $8.40 per loan" (1979: 58). At the present time, the cost for using the OCLC ILL Subsystem is $1.03 per search. This figure does not include salaries, personnel time, postage, photocopying, etc. Clearly it becomes evident that as budgets shrink, ILL costs will have to be considered.

Since the new Copyright Law went into effect on January 1, 1978, the standard ALA approved Interlibrary Loan Request form has also been revised. This fact has necessitated a revision of existing borrowing and lending policies by libraries, or the writing of new ones. In order to comply with the National Interlibrary Loan Code and the Copyright Law, the library staff at the EVC Library believed that a borrowing policy for distribution to its patrons would fill a true need. This policy is intended to strengthen the governance and management of the library, since according to Ammer, policies are " . . . predetermined principles and practices to handle recurring situations in an organization" (1977: 320).

PROCEDURE

Once the need for a policy was acknowledged the library staff met and discussed the particulars. First, policy was defined according to Webster as "Management or procedure based primarily on material interest" (1975: 890). Second, since the EVC Library follows the National Interlibrary Loan Code for transactions between the various libraries, no formal statement of philosophy for the EVC ILL Borrowing Policy was deemed necessary. However, it was felt that the policy had to spell out what could normally be borrowed from other libraries, the amount of time that is required for a transaction, restrictions on use and photoduplication, and possible charges. Literature was searched for policies established by other libraries and three sources were found (Appendix A). Also seven college libraries (Appendix B) in close proximity to EVC were contacted for a copy of their policy; only two of the seven libraries actually had an ILL policy/procedure (Appendix C). A draft of the policy was written by the writer of this practicum. This draft of the proposed policy was then routed to the library staff and the Library Director for further input and/or corrections. After revisions the final policy was written (Appendix D). The policy was approved by the staff and recommended to the Library Director for adoption. The policy was adopted and became an important addition to existing policies which are part of the governance structure of the library.

RESULTS

The result of this project has been the development of an Interlibrary Loan Borrowing Policy for the EVC Library. The policy was designed to aid the library in the management of interlibrary loan transactions and to form an adjunct to the National Interlibrary Loan

Code under which the EVC Library operates. It includes pertinent information on the various aspects of interlibrary loan borrowing which will ease the handling of requests.

A review of the literature has shown that most libraries place limitations on loans; normally recently published books, reference books, rare books, periodicals, and dissertations are not loaned. The time it takes to obtain an item may vary; a patron may have to count on approximately two to six weeks before receiving requested material. The duration of loans is set by the lending library and varies from library to library. Depending on the items that are loaned a library may place restrictions on the use of the material, such as indicating "for use in library only." The borrowing library is bound to observe these restrictions. Costs for interlibrary loans also vary; some libraries absorb all costs, others pass on postage and photoduplicating costs. Evergreen Valley College Library agreed to assume ILL charges for its borrowers. However, Evergreen Valley College Library will charge fines for overdue interlibrary loan materials. The fines are $1.00 per day up to a maximum of $5.00. There is no grace period.

In order to facilitate interlibrary loan transactions the policy (Appendix D) was printed on the Interlibrary Loan Request form which is available at the Reference desk.

DISCUSSION, IMPLICATIONS AND RECOMMENDATIONS

The intent of this project was to develop an Interlibrary Loan Borrowing Policy for the EVC Library that would make interlibrary loan borrowing less difficult. Although the EVC Library operates under the

National Interlibrary Loan Policy, the staff felt that a borrowing policy was needed that would explain to the patrons availabilities as well as restrictions of interlibrary loans. In addition the policy was aimed at assisting the reference librarians (often hourly staff) by providing guidelines for accepting requests and for handling the question of charges. Previously a reference librarian would accept any loan request, write it on a piece of paper, and route that paper to the Technical Services Department for an OCLC search. Often times the Technical Services Librarian or her assistant had then to perform a bibliographical search, because of insufficient or incorrect author or title information. Since routing slips frequently were not signed by the reference librarian accepting the request, other librarians did not know who dealt with the patron. This created not only confusion but was an inefficient way of operation. By providing a form for interlibrary loan requests which is available at the Reference desk and which the reference librarian will have to complete and sign, a smooth transaction should be assured.

When devising the policy the biggest problem the library staff faced was deciding who should pay the incurred charges for requested items and for the OCLC search. The staff was divided on that issue. Some, especially the Technical Services Librarian, out of whose budget OCLC charges came (there was no amount budgeted for OCLC interlibrary loan requests) felt that all charges should be borne by the patron. Others argued that the library provides all other services free (EVC Library also does not charge for overdue materials except reserve items) and ILL requests should therefore be no exception. Finally a compromise was reached. EVC Library will absorb all interlibrary loan charges for up to $15.00, which includes the charges for the OCLC searches. The

patron will pay for everthing over $15.00. The amount of $15.00 was set arbitrarily, the staff wanted to be as liberal as possible to its patrons without providing the service completely free. On the other hand, it was decided that EVC Library will now charge other libraries requesting EVC materials a flat rate for books of $1.50 (Appendix E). This charge will not apply to libraries within the Cooperative Information Network (CIN). In addition EVC Library will charge other libraries requesting photocopy services the following fee: one - ten copies = $1.00; more than ten copies $2.00.

The compromise that was reached on the levelling of charges has far reaching implications for the EVC Library. At a time when money is exceedingly tight the budget will no longer be affected by interlibrary loan charges, since these charges will be offset by the income generated from amounts received from other libraries which borrow EVC materials. Yet, EVC Library patrons will continue to receive normal interlibrary loan transactions free since charges for more than $15.00 are rare.

In one instance, though, the staff stayed adamant; there will be fines for overdue interlibrary loan materials. The EVC Library staff feels that it has to protect its reputation; libraries may refuse to lend to EVC if material is returned late.

Of further consequence to the EVC Library and its patrons is the development of the Interlibrary Loan Request form. Patrons will be asked to read the policy before filling out a request form; should the patron have any questions the reference librarian will be able to explain particulars. This is especially important because the borrower must sign to agree to pay for charges over $15.00. Thus prompt attention

to details should result in smooth interlibrary loan borrowing transactions.

It is recommended that the Interlibrary Loan Borrowing Policy which includes the Interlibrary Loan Request form, be disseminated as widely as possible to faculty and students and be made available at the reference desk and during staff workshops to acquaint patrons with the rules and regulations, and to avoid any misconceptions or misunderstandings regarding ILL transactions.

No evaluation instrument for the policy was developed. ILL transactions will be monitored on an ongoing basis and revisions of the policy, i.e. procedural changes, may be made at any time when necessary.

The establishment of an Interlibrary Loan Borrowing Policy appears to be a positive step forward in the management of the EVC Library operations. The policy is also an important addition to other existing policies which are part of the governance structure of the EVC Library.

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SAMPLE BORROWING POLICY FOR DISTRIBUTION TO READERS

WASHINGTON UNIVERSITY
John M. Olin Library

INTERLIBRARY LOAN SERVICE

Interlibrary loan service is offered through the Reference Department to faculty members and to graduate students who are engaged in research. The conditions of this service are set by the Interlibrary Loan Code of the American Library Association and by regulations of individual lending libraries.

This library depends for loans upon the larger American research libraries which carry a heavy interlibrary loan burden. We can make them no commensurate return. Potential borrowers should keep this in mind and ask only for necessary materials which can be obtained in no other way.

ELIGIBILITY FOR LOANS

In accordance with the practice of research libraries, faculty members and graduate students engaged in thesis research are eligible for loans. Materials available in local libraries will be borrowed for graduate students who are not eligible for general interlibrary loan privileges; other materials they request will automatically be purchased, on a rush basis, rather than borrowed. If the original is not in print, a microfilm copy will be purchased.

LIMITATIONS ON LOANS

The following types of materials cannot ordinarily be requested: (NOTE: for alternative methods of obtaining them see below, under SUBSTITUTES FOR LOANS)

1. Materials for class use
2. A high percentage of books basic for a thesis
3. American books in print (except for books available in local libraries)
4. Periodicals
5. Materials which are difficult and expensive to pack
6. Reference books
7. Rare Books
8. Dissertations which are available for purchase in the form of photocopies
9. Books owned by this library and temporarily in use
10. Material which has been recently borrowed and returned

DURATION OF LOANS

The time allowed by the lending library is indicated on a slip inserted in the book. An extension of time should be requested only in unusual circumstances. Application for such renewal must be made before the date indicated on the date due slip. If a borrower continually disregards due dates, he may be refused further service.

RESTRICTIONS ON USE

This library is bound by any restrictions on use imposed by the lending library. Some libraries require that the materials they lend be used in the borrowing library. Some require the signatures of the readers of unpublished dissertations.

The borrower should not let others use the books he secures on loan unless special arrangements have been made. No photocopying should be done without permission.

SUBSTITUTES FOR LOANS

If materials requested cannot be obtained on interlibrary loan, they will be automatically purchased on a rush basis (either in the original or in photocopy).

Dissertations available on microfilm will be purchased since in most cases they are not available for loan. Graduate students are asked to secure authorization from their advisers before the order is placed. The dissertation will be added to the library's collection if it seems appropriate.

In many cases periodical articles will be purchased in photocopy since most libraries no longer lend periodicals. The copy will be given to the person requesting the loan.

INTERLIBRARY LOAN INSTRUCTIONS

1. Fill out an application form for each item requested, a green form for a periodical, a white one for a book. (A supply of forms is kept at the Reference Desk.) Indicate on this form all the information necessary to identify the work. In the case of periodicals and other serial publications this includes author and title of article, title of serial, volume, date, and complete pagination of article; in the case of books, author, title, place of publication, publisher and date. If full information cannot be provided, a complete citation to the place where the reference was found is essential.

2. Leave your application at the Reference Desk. You will be notified when the material is received. Unless it is available in a local library you may ordinarily expect to wait at least two weeks. If no locations are known, an inquiry must be sent to the Union Catalog at the Library of Congress, and this may cause further delay.

3. As soon as possible after receipt of notification of the material's arrival it should be called for at the Reference Desk. Books may be taken from the building unless there is a note on the date due slip indicating the contrary; if the borrower does not have to return the material (in the case of photocopies) a note to this effect is written on the date due slip.

4. Return borrowed material to the Reference Desk as soon as you have finished with it; it must be returned by the due date.

November, 1967

THERE ARE MORE BOOKS OUT THERE

(Text of the Tucson Public Library's Interlibrary Loan Pamphlet)

Occasionally, a book you want to read is not among the more than 160,000 titles listed at the Tucson Public Library. When this happens, Tucson Public Library may be able to borrow it for you from some other library through interlibrary loan.

What is Interlibrary Loan

Interlibrary loans are transactions in which one library lends original or photocopied library materials to another for a patron's use.

Who may Borrow through Interlibrary Loan

You may borrow through interlibrary loan if you have a borrower's card from the Tucson Public Library.

What may be Borrowed

Usually, you can borrow the same kinds of books through interlibrary loan that you can borrow from Tucson Public Library.

What may not be Borrowed

Ordinarily, other libraries will not lend the following kinds of library materials through interlibrary loan:

-Best sellers and popular new books.

-Reference books and rare books.

-Genealogy books. Tucson Public Library will attempt to borrow if patron knows a library which will be willing to lend.

-Magazines and newspapers. Photocopies of articles needed can usually be substituted. Photocopy charges vary among libraries. Always state how much you are willing to pay.

These restrictions insure that patrons of the lending libraries will always have access to popular items or basic library materials.

Unacceptable Requests

Tucson Public Library will not, ordinarily, accept the following kinds of requests for interlibrary loans:

-More than three titles for one person at one time.

-Books for student mass assignments.

-Duplicates of titles at Tucson Public Library which are on order, in circulation or on reserve.

-Books available only in inexpensive paperback (Tucson Public Library will consider for purchase).

-Phonorecords, art prints, and other materials which are difficult to package for mailing.

Since interlibrary loan is based on mutual cooperation among libraries, each library is expected to make no unreasonable demands on another library's staff or resources.

Information Needed

When Tucson Public Library sends an interlibrary loan request for a book to another library, the following information is essential:

a. Author's last name and first name and/or initials,
b. Title,
c. Place of publication,
d. Publisher,
e. Date of publication,
f. Specific edition, if important,
g. Name and volume of series, if the title is part of a series,
h. Name of translator or editors, if important.

Clues Help

You may not have all of the necessary information about the book you wish to borrow. In most cases, if the author and title are correct, the interlibrary loan librarian can search for and find the additional information. However, sometimes this information is extremely difficult to find. You may be able to provide some helpful clues.

-Where did you read about the book or how did you hear about it?

-Is the book fiction, travel, a biography, a collection of essays?

-If you do not have the date of publication, do you know that it was published before or after a certain date?

Time Involved

Your interlibrary loan request will usually require from two to six weeks (sometimes longer) from the date your request was made until the date Tucson Public Library receives the material.

Length of Loan

Most libraries will lend materials on interlibrary loan for two weeks from the date it is received at Tucson Public Library, though this may vary.

The Date Due

As a borrower, you are responsible for returning interlibrary loan material to the Tucson Public Library in good condition by the date due.

Fines

Tucson Public Library charges a fine of 25¢ per day on overdue interlibrary loan material.

Renewals

Lending libraries try to discourage renewals on interlibrary loan materials, but if a renewal

MORE BOOKS OUT THERE . . .

is necessary, a request for renewal should be made through the Tucson Public Library seven days before the date due.

Deadlines

Sometimes you need the material you ask for by interlibrary loan by a certain deadline. If there is a date after which you will no longer want the material, this information should be included in your request.

What makes it Work

Interlibrary loan is based on cooperation among many libraries and has come about because no library can possibly own all of the titles its patrons will want to read.

In Arizona, public, school, university and special libraries are linked with the State Library in a network known as the Channeled Arizona Information Network (Chain). Through this network library resources of the state are available to all Arizona library patrons through interlibrary loan.

(This publication was funded by a Library Services and Construction Act Grant to the Tucson Public Library and administered by the Arizona State Library.)

(1975?)

LETTER

. . . I would love to share the following incident with more than just my local colleagues: I called the number listed in the 'phone book for the library of a very prestigious local law school. For unfathomable reasons, I got the registrar of the law school. I said, "I'd like to speak to someone about an interlibrary loan." "A what?" she exclaimed. I repeated my request. "Oh!" she replied brightly, "You mean you want to talk to our Financial Aid Officer!" which might not have been a bad idea at that in these biting-the-bullet days.

Have a Happy Interlibrary Lent!

Palmer P. Clark,
3516 W. Ox Rd.
Fairfax, VA 22030

3/1/75

"HOW TO MAKE THE LIBRARY WORK FOR YOU..."

OR

NITTY GRITTY GUIDES

After several years of producing graphically designed book lists on a wide variety of subjects, the Greenwich (CT) Library decided to take a different tack for our 1974-75 mailings. We tried to produce a series of guides (we call them Nitty Gritty lists) to the library that would be useful for the general public.

We determined that the guides would include simplified graphic maps concerned only with the particular topic being studied. We felt that there were four basic services that library patrons would be interested in--Books, Films, Information, Music and Art.

Although the library is a central information center library rather than a conventional departmentalized one, it serves 50,000 people and about 2,000 people a day enter the building for a wide variety of library services. It was felt that there are many basic questions that are continually being asked at the information center that could be explained in a more comprehensive way in a brief, graphically-oriented list. These lists usually feature the library telephone number (although it was omitted on the list on Books). We try to encourage people to use the library not only in person but to telephone for any information needed.

The library is based on the concept that most people who come into the library building do not know how the library works and will welcome the opportunity to approach a staff member who should be capable of giving a wide variety of services. Therefore, we have a central information desk located near the entrance to the library and all questions, no matter how trivial, are funneled through this central information desk. Services such as film projector lessons, film borrowing and film booking, as well as conventional library reference and readers' advisory services are all handled at this one central location. The desk has recently been expanded to allow six staff members to work comfortably with a variety of vertical files, book shelves, closed circuit television, information and film booking files. The guides to the library are intended to make it possible for the individual to fully exploit the wide range of services available both in person and by telephone.

Nolan Lushington,
Director
Greenwich (CT) Library,
06830

3/20/75

OUR MOTTO . . .

needs. Don't you agree?"

"Well, you do have a point."

"I'm glad you're beginning to understand. Now, will you help that young lady over there by the World Book; I think she just might, from the looks of her, need some information about the Weight Watchers group over at the YMCA."

David Isaascon
1014 S. Park St.
Kalamazoo, MI 49001
(2/78)

PUBLIC LIBRARIES IN 2028

Though fashioning a five-year plan for business may blanch a grown-up's face today, kids can look fifty years into the future without a qualm. At least that seems to be the case with the first of those who have responded to an invitation to produce an illustrated description of "THE LIBRARY MY GRANDCHILDREN AND I WILL NEED IN 2028" for incorporation into deliberations of the Wisconsin Governor's Conference on Library and Information Services to debate current library issues, propose an agenda for and elect delegates to the White House Conference.

Early arrivals suggest interesting possibilities for the library of the future: "All you need to do is think about the book you want, and the computer will read out on paper what the call number is and what shelf it's on." "There will be a lot of computers to check people out, make library cards, make books and help people find books. They will give children candy to make them happy." "The library will have moving floors, so people won't get tired of looking for books." "When I get old and gray, and my grandchildren young and freckled, what will the library be like? . . . Tall and like an overturned cup on a saucer with sound books, answer books, movie books, never-ending books, and old-fashioned books." "Push a button on the wall called 'horses,' and all the horse books will come out on a conveyor belt."

For further information, contact Helen Readeigh, DPI/DLS Public Library Consultant, Children's and Young Adult Services, Rm. 530, 126 Langdon St., Madison, WI 53702, 608/266-2236 or Gretchen Farwell, address hereon, 608/266-9534.

—From a release (7/78), Wisconsin Governor's Conference on Library and Information Services.

INTERLIBRARY LOAN PROCEDURES

If you are interested in a book or a magazine not presently in any of the Evansville (IN) libraries, Interlibrary Loan (ILL) may be able to get it for you.

To use ILL, we need a few specific things from you: To get a book, we need the author's full name, the complete title, and, if possible, the year it was published, and the publisher. (It is helpful if you can show us this information in print somewhere.)

For a magazine article, we need the name of the magazine, the date of the issue, and the author, title, and pages for the complete article. (Again, if you can show us where you got your information, it will speed the ILL process).

The next steps are taken by the library. All your information has to be verified. When this is done, a teletype message is sent to the State Library. They either fill the request or send it on to another library in the state which may have the book or article. We can also request this from out-of-state libraries, but only after we know that the material is not in an Indiana library.

When we receive the item or items, we notify you to pick it up at the ILL desk at Central Library, 22 SE 5th St.

There are a few important things to keep in mind:

1. All materials from ILL must be picked up, and returned to the ILL desk at Central Library.
2. Postage charges (usually very small) and copying charges are paid by the person receiving the material.
3. We cannot request a book through ILL if our EPL copy is in circulation, or if another library in Evansville owns the book.
4. Since everyone, everywhere wants to read the latest books, it's next to impossible to get a new book through ILL.
5. We can send a reference question to the State Library if we can't find the answer here for you.
6. Don't be surprised by the fact that it takes from ten days to two weeks to fill ILL requests.
7. Although most libraries will not send genealogy materials on ILL, we can get many microfilmed census rolls (1790-1890) from the Federal Archives.

This may sound complicated, but really it's not. What it does is to expand EPS's ability to serve you since our sources for materials go beyond our own shelves to the state, and to out-of-state libraries.

—Evansville (IN) Public Library River City Times (11/77).

LIBRARIES CONTACTED BY TELEPHONE OR IN PERSON

	Have ILL policies
1. De Anza College, Cupertino, California	yes
2. Mills College, Oakland, California	no
3. Mission College, Santa Clara, California	no
4. Monterey Peninsula College, Monterey, California	no
5. San Jose State University, San Jose, California	yes
6. Stanford University, Stanford, California	no
7. West Valley College, Saratoga, California	no

INTER-LIBRARY LOAN PROCEDURES
De Anza College Learning Center

1. All inter-library loan requests from students and faculty will be accepted by the Reference Librarian on duty. The patron completes an inter-library loan (ILL) request form, except for the items marked with an asterisk. The ILL request forms are located in the top right drawer of the Reference Desk.

2. The Reference Librarian will forward ILL requests for books and magazines directly to the Coordinator of Library Public Services for location verification.

3. The Coordinator of Library Public Services will forward the request to the Acquisitions LMTA who will then complete an American Library Association inter-library loan form.

   A. Copies A, B, and C of the form are mailed to the lending library.
   B. Copy D of the form is retained by the LMTA.

4. The lending library will return copies B and C of the A.L.A. form to De Anza indicating whether the request can be filled.

   A. If the request cannot be filled, the LMTA will notify the Coordinator of Library Public Services.

   B. If the request is being filled, the LMTA will add copies B and C to Copy D on file and await the arrival of the book.

5. When the book arrives, the LMTA will fill out the "DATE RECEIVED" blank under the "BORROWING LIBRARY RECORD" portion of all copies of the form. The book and Copy B will be given to the Coordinator of Library Public Services for patron notification. Copies C and D will remain on file at the LMTA's desk.

6. The Circulation Desk staff will then charge out the book and be responsible for its return to the De Anza Circulation Desk within two weeks.

7. When the book is returned, the LMTA will be given the book and Copy B of the A.L.A. form, filling out the remainder of the section headed "BORROWING LIBRARY RECORD." The book with Copy D will be returned to the lending library as soon as possible. Copies B and C will be retained in a file by the Acquisitions LMTA.

8. In the event a renewal is requested by an instructor, the Coordinator of Library Public Services will notify the Acquisitions LMTA who will send Copy C to the lending library after filling in the section headed "REQUESTED ON." When the lending library returns Copy C with the renewal approved, the LMTA will fill in the space labeled "RENEWED TO." If the renewal is not approved, the book will be recalled and sent along with Copy D to the lending library.

9. Please refer all problems or questions to the Coordinator of Library Public Services.

OVER, PLEASE

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We normally receive items at no charge from:

California State College, Bakersfield
California State University, Long Beach
California State University, Northridge
California State University, Sacramento
California State College, Stanislaus
San Francisco State University
California Polytechnic State University, San Luis Obispo
University of California, Berkeley
San Jose City College

We normally are charged for articles from:

California State University, Chico
California State University, Fullerton
California State University, Hayward
San Diego State University
San Jose State University
Stanford University
Cooperative Information Network (CIN)

For example:

San Jose State University:	10¢ per page for articles from magazines. 15¢ per page if magazine article copied from microfilm.
Stanford University:	Minimum charge for copying up to 20 pages of a book or magazine--$5.00

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SAN JOSE STATE UNIVERSITY LIBRARY

INTERLIBRARY LOAN SERVICES

WHEN SHOULD I USE INTERLIBRARY LOAN?

Interlibrary Loan is a referral service and should be used only when a librarian has established that other sources are not available in this library. Check the card catalog and Periodicals list and be sure to ask the Reference Librarian for assistance in finding a suitable substitute in the library. The Reference Librarian can advise students concerning the number of ILL requests they can make each semester. After need for the service has been established, the following patrons may use Interlibrary Loan:

1. Student, faculty and staff of SJSU with identification cards issued by the University.
2. Continuing Education students with current identification cards issued by the University.
3. Courtesy card holders with graduate or undergraduate stamped on their cards (other courtesy card borrowers, e.g. alumni, local citizens of the community must apply to their public library for Interlibrary Loan).
4. CSUC mutual use borrowers (i.e. faculty and students from other CSUC campuses) are not eligible for SJSU Interlibrary Loan Services but may borrow from SJSU Library.

HOW DO I REQUEST MATERIAL NOT IN OUR LIBRARY?

1. Obtain request forms from the Reference Desk.
2. Fill out form completely; sign copyright notice.
3. Bring completed form with current identification card to a Reference Librarian who will initial your request and forward it to the ILL office.

FROM WHICH LIBRARIES DOES SJSU BORROW AND IS THERE A CHARGE?

For undergraduates we borrow only from libraries in California. For faculties, graduates, and staff we will borrow from libraries throughout the United States. There are no charges when material is obtained from libraries in the CSUC system and libraries in the UC system. Other libraries may charge and you will be notified in advance of the cost so that you can decide wheter or not you wish to pay the charges.

HOW LONG DOES IT TAKE AND WHERE DO I PICKUP THE MATERIAL?

1. Receipt of materials usually takes one week minimum to several weeks.
2. Material may be picked up at the Main Loan Desk in the Circulation Department.

HOW LONG IS THE LOAN PERIOD AND WHERE DO I RETURN THE MATERIAL?

1. Loan period varies depending on the lending library's policy. Photocopied journal articles are yours to keep.
2. Material must be returned to the Main Loan desk in Circulation. DO NOT DROP IN BOOK BINS.

OVERDUE MATERIAL

There are fines for overdue material. There is NO GRACE PERIOD. Libraries may refuse to lend to SJSU if materials are late. We ask that you please return materials on time. Borrowing privileges may be withdrawn from any user, given evidence of abuse.

Revised: January 1980

EVERGREEN VALLEY COLLEGE LIBRARY

INTERLIBRARY LOAN BORROWING POLICY

TO THE PATRON: Please read the following information before filling out the blanks on the other side. Thank you.

1. Interlibrary loan service is offered through the Reference Department. The conditions of this service are set by the Interlibrary Loan Code of the American Library Association and by regulations of individual lending libraries.

2. LIMITATIONS ON LOANS:

   The following types of materials cannot ordinarily be requested.

   a. Books published within the last year.
   b. Reference books.
   c. Rare books.
   d. Periodicals.
   e. Dissertations which are available for purchase in microform.

3. TIME:

   The usual time it takes to obtain an item on interlibrary loan is from two to six weeks, depending on the lending library's work load and the availability of the requested material.

4. DURATION OF LOANS:

   The time allowed for loans is set by the lending library and has to be strictly adhered to.

5. RESTRICTIONS ON USE:

   This library is bound by any restrictions on use imposed by the lending library.

6. COSTS:

   EVC Library will assume ILL charges against our borrowers (from other libraries) for up to $15.00.

7. OVERDUE MATERIALS:

   Fines for overdue interlibrary loan materials are: $1.00 per day up to a maximum of $5.00. There is no grace period. Libraries may refuse to lend to EVC if material is returned late.

8. PICK-UP AND RETURN OF MATERIALS:

   You will be called when materials have arrived. Materials may be picked up at the Circulation Desk and must be returned to the Circulation Desk.

EVERGREEN VALLEY COLLEGE LIBRARY

INTERLIBRARY LOAN REQUEST

_____ Loan _____ Photocopy _____Microform

Name _____ Status (faculty, student, etc.)_____

Class use _____ Personal use _____

Department _____ Telephone Number(s) _____

Mailing Address _____

BOOK: Author _____

Title _____

_____

Place of Publication _____ Publisher _____

Date _____ Edition _____ Pages _____

PERIODICAL: Title of Periodical _____

Title of Article _____

_____

Date _____ Vol. _____ Pages _____

COSTS: I agree to pay for charges over $15.00. _____
Signature

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ISBN, ISSN, LC CARD NUMBER _____

OCLC search: yes _____ no _____ OCLC Number _____

Libraries where this material is available: _____

_____

_____

Request taken by: _____ Verified in: _____

Date taken: _____

EVERGREEN VALLEY COLLEGE LIBRARY

INTERLIBRARY LOAN POLICY

EVC Library will charge borrowers (other libraries requesting EVC materials) a flat rate for books of $1.50.
This charge does not apply to libraries within the Cooperative Information Network (CIN).

EVC Library will charge borrowers (other libraries requesting photocopy services) the following fee:

1 - 10 copies = $ 1.00

more than 10 copies $2.00

EVC Library will assume ILL charges against our borrowers (from other libraries) for up to $15.00 per transaction. Patron will assume charges over $15.00.

Approved: 3/25/81